

## SFJCPS4.4

### Manage the re-design, transfer or conclusion of service provision



---

#### Overview

This standard is about managing the re-design, transfer or conclusion of services. This could be because of issues with service provider performance, or in order to meet changing priorities, policies, legislation or guidelines.

## SFJCPS4.4

### Manage the re-design, transfer or conclusion of service provision

---

#### Performance criteria

*You must be able to:*

- P1 identify services that are no longer appropriate according to the commissioning strategy
- P2 explore ways that the service could be re-designed to make a positive contribution to achieving outcomes
- P3 carry out a risk assessment in relation to the re-design, transfer or conclusion of service provision
- P4 consult with colleagues, providers, service users and other relevant stakeholders
- P5 share lessons learnt with appropriate stakeholders
- P6 explain new service proposals clearly and accurately
- P7 plan and implement the re-design, transfer or conclusion of service provision according to organisational and contractual requirements
- P8 give any necessary notice to the service provider in line with requirements
- P9 maintain effective communications and keep all relevant people informed of developments as soon as practicable
- P10 respond promptly to any issues or problems that develop
- P11 work closely with the current and any new service providers to ensure that information about timescales and handover periods is shared with relevant others

## SFJCPS4.4

### Manage the re-design, transfer or conclusion of service provision

---

#### Knowledge and understanding

*You need to know and understand:*

- K1 the relevant legislation in relation to the service provision with which you are concerned
- K2 the legislation and guidelines relevant to commissioning in your occupational area and where to obtain information and guidance about this
- K3 the ethics and requirements of sustainability as applied to the service provision with which you are concerned
- K4 the potential legal, financial and/or political implications of re-design, transfer or concluding service provision
- K5 the reasons why services may need to be re-designed, transferred or concluded
- K6 how to manage dilemmas and conflicts that can arise when bringing services to an end
- K7 key government initiatives which affect the organisational practices in relation to managing the re-design, transfer or conclusion of service provision
- K8 the principles of managing the re-design, transfer or conclusion of service provision
- K9 the reasons why people are reluctant to change to new services and how to address them
- K10 the costs and benefits of concluding services that are no longer helping to achieve outcomes
- K11 the negative effects of re-designing and changing services and why it is important to consider them

## SFJCPS4.4

### Manage the re-design, transfer or conclusion of service provision

---

#### Additional Information

##### Behaviours

- 1 You keep your commitments made to others.
- 2 You show sensitivity to stakeholders' needs and interests and manage these effectively.
- 3 You work towards a clearly defined vision of the future.
- 4 You take and implement difficult and/or unpopular decisions, if necessary.
- 5 You analyse and structure information to develop knowledge that can be shared.
- 6 You respond positively and creatively to setbacks.
- 7 You identify systemic issues and trends and recognise their impact upon current and future work.
- 8 You articulate the assumptions made and risks involved in understanding a situation

## SFJCPS4.4

### Manage the re-design, transfer or conclusion of service provision

---

<b>Developed by</b>	Skills for Justice
---------------------	--------------------

---

<b>Version number</b>	1
-----------------------	---

---

<b>Date approved</b>	September 2010
----------------------	----------------

---

<b>Indicative review date</b>	September 2013
-------------------------------	----------------

---

<b>Validity</b>	Current
-----------------	---------

---

<b>Status</b>	Original
---------------	----------

---

<b>Originating organisation</b>	Government Skills
---------------------------------	-------------------

---

<b>Original URN</b>	CPS 4.4
---------------------	---------

---

<b>Relevant occupations</b>	Health, Public Services and Care; Public Services; Managers and Senior Officials; Corporate Managers and Senior Officials
-----------------------------	---

---

<b>Suite</b>	Commissioning in the Public Sector
--------------	------------------------------------

---

<b>Key words</b>	De-commissioning, contract end, service re-design
------------------	---